



U.S. Department of the Interior
"To-Be" Trust Business Model
Process Template

Title: Contact Appropriate Office

Identify the process in the "Verb Noun" format. (Ex: Maintain Ownership)

Process Number

B.2.3

Process Definition *Provide an overview of the process and define its starting and ending points*

1.1 Starts With	Unfulfilled request
1.2 Process Overview	<p>If a general query of the trust integrated data cannot satisfy a request and assistance in responding to a complex request is required from subject matter experts in another office, this process identifies the steps for contacting an appropriate office. First, the request owner identifies the appropriate office to contact. Next, the request owner establishes contact with the appropriate office and a subject matter expert within the office. The request for assistance is posed to the subject matter expert who uses their experience, or corporate knowledge, to address the situation or respond to the inquiry or request. It is expected that the subject matter expert may have to access the trust integrated data and possibly make contact with the beneficiary to obtain additional information or to clarify facts.</p> <p>After the subject matter expert has resolved an issue or provided a response to an inquiry, the request owner assembles any data required to prepare a response and then communicates the response back to the beneficiary. In the event that assistance from another office cannot satisfy a request, and a transfer of the request to the appropriate office is required for additional research, the tracking system is annotated with details of the transfer.</p>
1.3 Stops With	Prepared information and transmittal medium.

2. Trust Business Objectives *Identify the Comprehensive Trust Model strategic goals and business objectives to which this process contributes.*

Goal/Objective
Provide beneficiaries with convenient access to trust account services and information.
Develop an accessible point of contact who can provide any individual Indian or tribal representative with any requested trust asset information or service regardless of ownership region or area.

3. How should Beneficiaries be involved in this process?

Beneficiary Involvement
The technical expert may need to communicate with the beneficiary to clarify the beneficiary's needs.



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4. Organizations, Offices and Roles. *Identify the DOI organizations and related roles that should be involved in performing the process.*

4.1 DOI Organizations. *Identify the DOI organizations, offices and individual roles that contribute to this process.*

DOI organizations include the Office of the Secretary, BIA, OST, BLM, MMS, OHA, OSM among others.

Offices include Central Offices, Regional Offices, Agency(Field) Offices, etc.

All individual roles that contribute, in a significant manner, should be identified.

Organization	Office	Role	Contribution
BIA	Agency (Integrated Servicing Office)		Primary contact for beneficiaries
OST	Agency (Integrated Servicing Office)		Primary contact for beneficiaries
BLM	Field Office		Support the Integrated Servicing Office with additional information to satisfy the inquiry / request.
MMS	ICAM Financial Management		Support the Integrated Servicing Office with additional information to satisfy the inquiry / request.
OHA	Regional Office		Support the Integrated Servicing Office with additional information to satisfy the inquiry / request.
OSM	Field Office Regional Office		Support the Integrated Servicing Office with additional information to satisfy the inquiry / request.
Compacted / Contracted Tribes	Tribal / Consortium Office		Support the Integrated Servicing Office with additional information to satisfy the inquiry / request.

4.2 External Organizations. *Identify the non-DOI organizations that support the execution of or contribute to this process.*

External Organization	Contribution
Federal Government Agencies	Federal government agencies may need to be contacted to provide information concerning the inquiry / request.



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External Organization	Contribution
Tribal Governments	Tribal governments may need to be contacted to provide information concerning the inquiry / request.
State Government Agencies	State government agencies may need to be contacted to provide information concerning the inquiry / request.
Local Government Agencies	Local government agencies may need to be contacted to provide information concerning the inquiry / request.
Profit and non-profit organizations	Profit and non-profit organizations may need to be contacted to provide information concerning the inquiry / request.

- 5. Event(s)** *Identify the events or conditions that start the process. Describe each event and indicate the frequency (daily, monthly, quarterly, etc.) in which each event is expected to occur. An event may be an external interaction (a beneficiary submits an application), the expiration of a period of time (a lease is due to expire in 90 days), or the realization of some pre-defined threshold (an IIM account reaches the automatic disbursement threshold).*

Event	Description	Estimated Frequency
Inquiry / request that could not be satisfied by querying the trust integrated data	Technical expertise is required from an appropriate office to satisfy the inquiry / request.	

- 6. Inputs and Outputs.** *Identify and describe all inputs and outputs related to this process. Inputs are information or materials used during the execution of the process; outputs are materials or information produced by the process.*

6.1 Inputs

Input	Description
Findings from the initial analysis	The findings from the initial analysis indicated that additional information is needed to satisfy the inquiry / request. Contact with a technical expert located in another office may provide the additional information needed to satisfy the inquiry / request.

6.2 Outputs

Output	Description
Prepared response with appropriate communication medium	The response is prepared when the technical expert provides appropriate additional information.



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Output	Description
Transfer to another office	The inquiry / request is transferred to another office when the Integrated Servicing Office cannot satisfy the inquiry / request. The tracking system is annotated to identify to whom the inquiry / request is transferred. However, transfer to another office does not stop the Integrated Servicing Office from their responsibility.

7. Fiduciary and Legal Obligations and Controls

7.1 Obligations

Identify and describe the legal and fiduciary obligations that impact this process. For each obligation, indicate the document or commitment that defines the obligation and the citation (paragraph or section) within the document that pertains to this process.

Obligation	Source	Business Impact
Secretary's Trust Principles		Provides guidance on responsibility for the management of the Indian trust assets, information and records.

7.2 Controls

Identify and describe any controls (enforcement mechanisms) that may be used to ensure that the process adheres to obligations and internal process requirements. Controls may be reviews, audits, segregated duties, etc. Indicate the reason that each control should be introduced (name the obligation that a control is intended to enforce; indicate any controls required to ensure consistency or reliability).

Control	Reason	Description
None		

8. Mechanisms (Systems of Record)

Identify the mechanisms, or systems, that are needed to support the process (ex: Ownership, Leasing, Workflow Management, Office Filing System, etc.). Indicate the information and activities, relevant to this process, that each system supports.

System Name	Support
Trust Integrated Data	The technical expert may need to access the trust integrated data to understand the issue.
Tracking System	Tracking data is annotated to indicate either that the response has been prepared or that the inquiry / request is transferred to another office.



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9. Inter-Process Relationships Identify other trust processes that are related to this process (either predecessors or successors). If applicable, indicate the condition under which the processes are related.

9.1 Predecessors. Predecessors are processes that either produce information required by this process or that result in the need to execute this process.

Process No.	Name	Condition of Relationship
B.2.2	Perform Research and Analysis of Integrated Data	Contact to an appropriate office is made when the inquiry / request cannot be satisfied by researching and analyzing the trust integrated data.

9.2 Successors. Successors are processes that either use information produced by this process or that must be executed as a result of performing this process.

Process No.	Name	Condition of Relationship
B.2.4	Transfer Inquiry / Request to Appropriate Office	An inquiry / request is transferred to an appropriate office when it cannot be fulfilled by either performing research and analysis of the integrated data or contacting an appropriate office to obtain additional information.
B.3	Communicate Information	The response to the inquiry / request is communicated to the requestor.

10. Comments Summarize any discussion, problems, issues or recommendations that should be considered when reviewing process performance. Category Values (Note, Best Practice, Decision, Problem, Issue, Recommendation)

Category	Comment
None	